Vehicle Inspection Process

What you can expect.

Mercedes-Benz

Inspection Process

This leaflet is designed to give you a brief outline of the end of agreement vehicle inspection process.

Types of Inspection

Pre-Maturity Inspection

1. Inspection before the agreed collection date
2. Opportunity to carry out repairs prior to collection
3. Our collection partner will contact you before the collection to ascertain whether you have undertaken any repairs

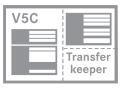
Same Day Inspection and Collection

1. The inspector will inspect your vehicle
2. This may be followed by an evaluation of your vehicle by the collection driver to ensure your vehicle is safe to drive
3. The collection driver will then drive your vehicle away and return it to our De-Fleet Centre.

Vehicle Hand back Checklist

When handing your vehicle back to the collection driver please use the below checklist for a smooth hand back experience.

1. Return the red V5C document.



2. All keys for the vehicle are to be returned with the vehicle.

3. The literature pack (e.g user manual etc.) is to be returned with the vehicle.

4. Locking alloy wheel keys are to be returned with the vehicle.

5. Remove and retain the tax disc for a refund if you have paid for that tax disc.

6. Send off the yellow Section 9 of your V5C to the DVLA.

What to do with your Section 9

- Please sign the Section 9 of your V5 under the section “Registered Keeper”
- Using black ink write the date of your vehicle collection
- Fill the “Present Mileage” box with the mileage of your vehicle
- Put the following address in the “Name and address of Motor Trader” section:
  - **Mercedes-Benz, c/o Mercedes-Benz Retail Group UK Ltd, Delaware Drive, Tongwell, Milton Keynes MK15 8BA**
  - You do not need to fill in the VAT number
- Tear off this section and please post this by recorded delivery to:
  DVLA, Swansea SA99 1BD
- You will then receive an acknowledgement from the DVLA within 4 weeks.

* Mercedes-Benz Vehicle Return Standards are made available to you as follows:

- Online at mercedes-benzfinance.co.uk • Within your Welcome Pack ‘Your Mercedes-Benz Finance journey – All you need to know’
- Within your Maturity Pack ‘Your Mercedes-Benz Finance journey – A guide to your next steps’

Our collection partner will inspect your vehicle in line with the Mercedes-Benz Vehicle Return Standards

- This process takes approximately 45 minutes to look at the interior and exterior of the vehicle
- After the inspection is completed you will then be invited to walk around your vehicle and discuss the items that have been recorded
- The inspector will then ask you to sign one of two options on their hand-held Terminal:

a. Customer Agrees

b. Customer Disagrees

- You will then receive a copy of the Vehicle Condition Report
- Once the vehicle is returned to the De-Fleet Centre it will undergo a further inspection, this may result in additional charges if further damage is identified.

How to replace a V5C or Logbook

Reasons for replacing a V5C or Logbook

- If your original V5C certificate has been lost, stolen, damaged, or destroyed.
- Your V5C should be red, if it is not you will need to apply for a new one.

There are two ways you can apply for a new V5C

THIS DOCUMENT IS NOT PROOF OF OWNERSHIP
It shows who is responsible for registering and taxing the vehicle.
UNITED KINGDOM
UK
REGISTRATION CERTIFICATE
Sample

• Apply by phone

The easiest way to apply for a replacement Logbook is to phone the DVLA. You can apply by phone if:

- you were shown as the registered keeper on the original registration certificate
- your name, address and vehicle details haven't changed
- you can pay the £25 fee by debit or credit card

Telephone: **0300 790 6802**
Monday to Friday, 8am to 7pm,
Saturday, 8am to 2pm.

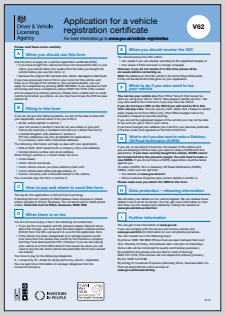
• Apply by post

You can also apply by post if you have either moved home, or are not shown as the original registered keeper.

Complete the form attached called a V62 'Application for a vehicle registration certificate' and send it to DVLA with the £25 fee.

Please remember to fill it in in black ink and in capital letters.

After filling in the form please send it to:
DVLA, Swansea SA99 1DD



V62 Checklist

If you have chosen to apply for your new V5C by post, you will need to fill in a **V62**.

If you are filling in a V62 here are some points to remember:

Section 1

- Tax Class: All Mercedes-Benz Passenger Cars will be classed as Private/Light Goods (PLG)
- Your VIN, chassis or frame number can be found at the bottom of your windscreen on the passenger side.

Section 2

- Have you filled in the: "Have you had a vehicle registration certificate (V5C) for this vehicle in your name?"
- This section is at the bottom of Section 2.

Transferring a Vehicle Registration Number or Cherished Plate

How to transfer your cherished number plate

If you have a personalised or cherished plate and would like to transfer your plate to another vehicle, you will need to use a V317 form. Please note, this can take between 6-8 weeks to be processed.

You can transfer a vehicle registration:

- from your vehicle to another one in your name
- to a vehicle you're buying
- to someone else's vehicle

If the number is being transferred to someone else's vehicle, then both you and the registered keeper of the other vehicle will need to complete the application.

Along with the form you'll need to include:

- The Logbook (V5C) registration certificate or new keeper supplement
- If you do not have a Logbook (V5C) you will need to complete a V62, please see guide attached for V62s (application for a vehicle registration certificate V5C)
- an MOT certificate
- the £80 transfer fee or retention fee made payable to: "DVLA Swansea"

Please post the V317 form by recorded delivery to:
DVLA Personalised Registrations, Swansea SA99 1DS

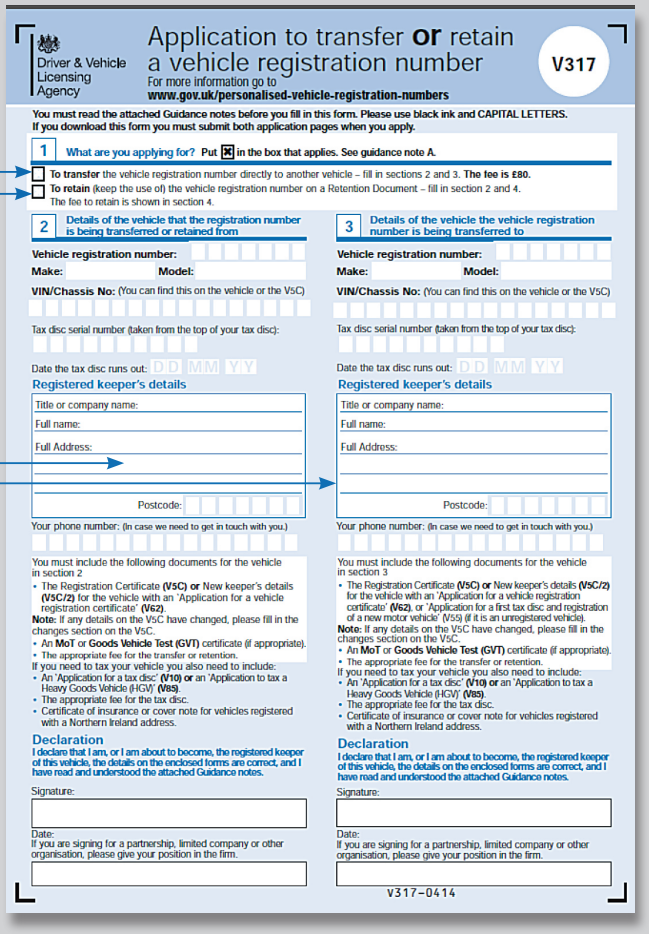
Your V317 application to transfer or retain your cherished number plate

V317 application

If you are transferring your plate tick here

If you are retaining your plate tick here

Section 2 & 3 should match the name and address on the front page of your V5 – if you have not moved house



Driver & Vehicle Licensing Agency

Application to transfer or retain a vehicle registration number

For more information go to **www.gov.uk/personalised-vehicle-registration-numbers**

V317

You must read the attached Guidance notes before you fill in this form. Please use black ink and CAPITAL LETTERS. If you download this form you must submit both application pages when you apply.

1 What are you applying for? Put ☒ in the box that applies. See guidance note A.

☐ **To transfer** the vehicle registration number directly to another vehicle – fill in sections 2 and 3. **The fee is £80.**

☐ **To retain** (keep the use of) the vehicle registration number on a Retention Document – fill in section 2 and 4. The fee to retain is shown in section 4.

2 Details of the vehicle that the registration number is being transferred or retained from

3 Details of the vehicle the vehicle registration number is being transferred to

Vehicle registration number:

Make: Model:

VIN/Chassis No: (You can find this on the vehicle or the V5C)

Tax disc serial number (taken from the top of your tax disc):

Date the tax disc runs out: D D M M Y Y

Registered keeper's details

Title or company name:

Full name:

Full Address:

Postcode:

Your phone number: (In case we need to get in touch with you.)

You must include the following documents for the vehicle in section 2

- The Registration Certificate **(V5C)** or New keeper's details **(V5C/2)** for the vehicle with an 'Application for a vehicle registration certificate' **(V62)**.

Note: If any details on the V5C have changed, please fill in the changes section on the V5C.

- An **MoT** or **Goods Vehicle Test (GVT)** certificate (if appropriate).
- The appropriate fee for the transfer or retention.

If you need to tax your vehicle you also need to include:

- An 'Application for a tax disc' **(V10)** or an 'Application to tax a Heavy Goods Vehicle (HGV)' **(V85)**.
- The appropriate fee for the tax disc.
- Certificate of insurance or cover note for vehicles registered with a Northern Ireland address.

Declaration

I declare that I am, or I am about to become, the registered keeper of this vehicle, the details on the enclosed forms are correct, and I have read and understood the attached Guidance notes.

Signature:

Date:

If you are signing for a partnership, limited company or other organisation, please give your position in the firm.

V317–0414

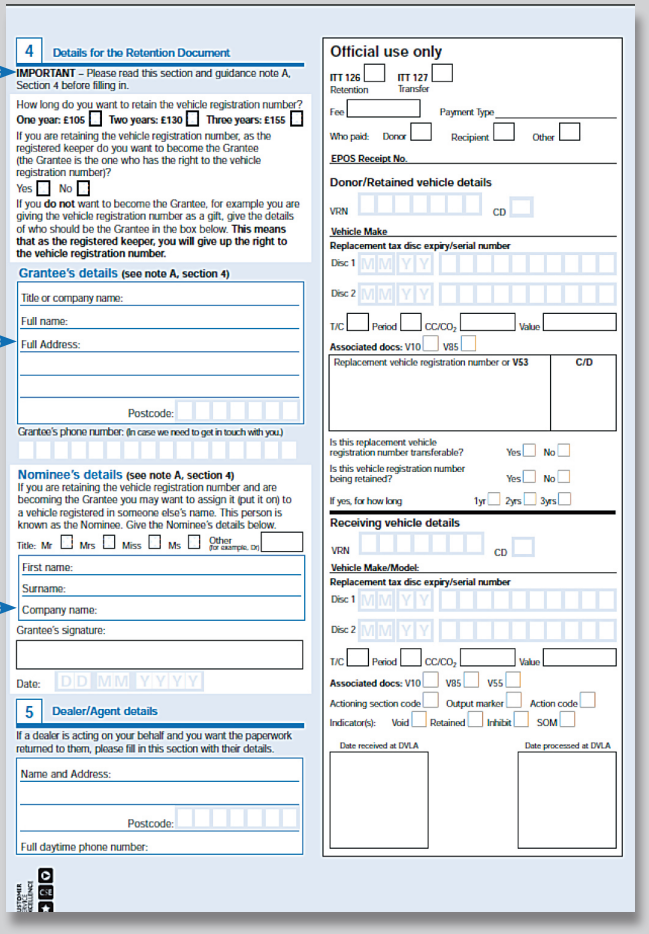
If you have changed address and are transferring or retaining your plate, please see the section titled "If your address has changed from your original V5"

Section 4
If you are retaining your plate fill this out

Grantee's Details
Only fill this in if you have ticked "NO" above.

Please use the name and address of the person who will retain the right to the registration

Nominee's Details
Only fill in this section if you are transferring the registration to a vehicle not registered in your name



4 Details for the Retention Document

IMPORTANT – Please read this section and guidance note A, Section 4 before filling in.

How long do you want to retain the vehicle registration number?
One year: £105 ☐ **Two years: £130** ☐ **Three years: £155** ☐

If you are retaining the vehicle registration number, as the registered keeper do you want to become the Grantee (the Grantee is the one who has the right to the vehicle registration number)?
Yes ☐ No ☐

If you **do not** want to become the Grantee, for example you are giving the vehicle registration number as a gift, give the details of who should be the Grantee in the box below. **This means that as the registered keeper, you will give up the right to the vehicle registration number.**

Grantee's details (see note A, section 4)
Title or company name:
Full name:
Full Address:
Postcode:
Grantee's phone number: (in case we need to get in touch with you)

Nominee's details (see note A, section 4)
If you are retaining the vehicle registration number and are becoming the Grantee you may want to assign it (put it on) to a vehicle registered in someone else's name. This person is known as the Nominee. Give the Nominee's details below.
Title: Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Other (for example, Dr)
First name:
Surname:
Company name:
Grantee's signature:
Date: D D M M Y Y Y Y

5 Dealer/Agent details

If a dealer is acting on your behalf and you want the paperwork returned to them, please fill in this section with their details.
Name and Address:
Postcode:
Full daytime phone number:

Official use only
ITT 126 Retention ☐ ITT 127 Transfer ☐
Fee ____ Payment Type ____
Who paid: Donor ☐ Recipient ☐ Other ☐
EPOS Receipt No.

Donor/Retained vehicle details
VRN ____ CD ☐
Vehicle Make
Replacement tax disc expiry/serial number
Disc 1 M M Y Y
Disc 2 M M Y Y
T/C ☐ Period ☐ CC/CO_2 ____ Value ____
Associated docs: V10 ☐ V85 ☐
Replacement vehicle registration number or V53 | C/D
Is this replacement vehicle registration number transferable? Yes ☐ No ☐
Is this vehicle registration number being retained? Yes ☐ No ☐
If yes, for how long 1yr ☐ 2yrs ☐ 3yrs ☐

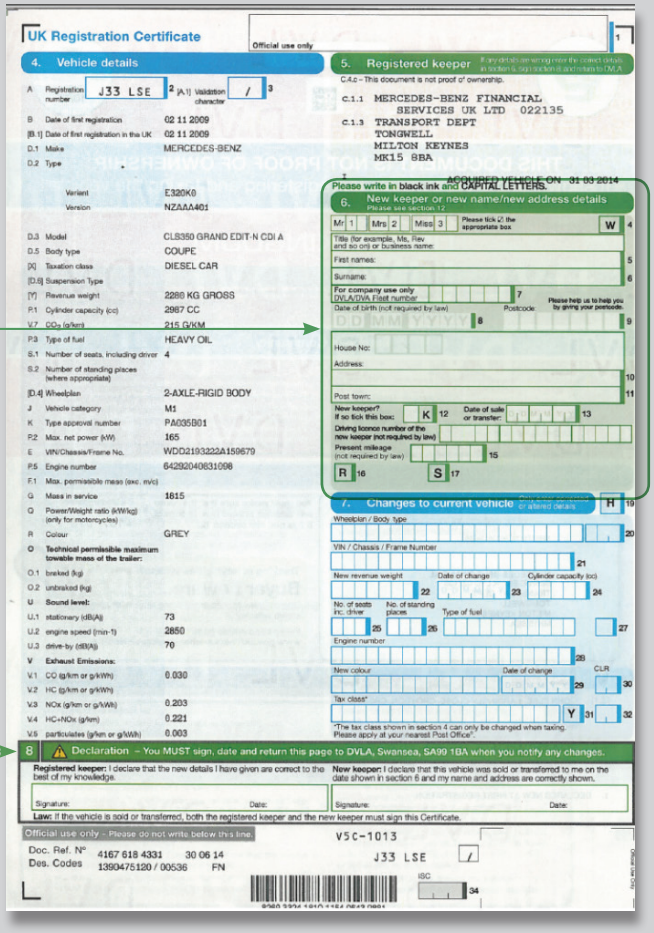
Receiving vehicle details
VRN ____ CD ☐
Vehicle Make/Model:
Replacement tax disc expiry/serial number
Disc 1 M M Y Y
Disc 2 M M Y Y
T/C ☐ Period ☐ CC/CO_2 ____ Value ____
Associated docs: V10 ☐ V85 ☐ V55 ☐
Actioning section code ☐ Output marker ☐ Action code ☐
Indicator(s): Void ☐ Retained ☐ Inhibit ☐ SOM ☐
Date received at DVLA | Date processed at DVLA

If your address has changed from your V5C or Logbook

UK Vehicle Registration Certificate

Please fill in Section 6 in your existing V5C or logbook highlighted to the right

Then sign and date Section 8



UK Registration Certificate

Official use only 1

4. Vehicle details

A Registration number J33 LSE 2 [A.1] Validation character / 3
B Date of first registration 02 11 2009
[B.1] Date of first registration in the UK 02 11 2009
D.1 Make MERCEDES-BENZ
D.2 Type
Variant E320K0
Version NZAAA401
D.3 Model CLS350 GRAND EDIT-N CDI A
D.5 Body type COUPE
[X] Taxation class DIESEL CAR
[D.6] Suspension Type
[Y] Revenue weight 2280 KG GROSS
P.1 Cylinder capacity (cc) 2987 CC
V.7 CO_2 (g/km) 215 G/KM
P.3 Type of fuel HEAVY OIL
S.1 Number of seats, including driver 4
S.2 Number of standing places (where appropriate)
[D.4] Wheelplan 2-AXLE-RIGID BODY
J Vehicle category M1
K Type approval number PA035801
P.2 Max. net power (kW) 165
E VIN/Chassis/Frame No. WDD2193222A159679
P.5 Engine number 642920403109B
F.1 Max. permissible mass (exc. m/c)
G Mass in service 1815
Q Power/Weight ratio (kW/kg) (only for motorcycles)
R Colour GREY
O Technical permissible maximum towable mass of the trailer:
O.1 braked (kg)
O.2 unbraked (kg)
U Sound level:
U.1 stationary (dB(A)) 73
U.2 engine speed (min-1) 2850
U.3 drive-by (dB(A)) 70
V Exhaust Emissions:
V.1 CO (g/km or g/kWh) 0.030
V.2 HC (g/km or g/kWh)
V.3 NOx (g/km or g/kWh) 0.203
V.4 HC+NOx (g/km) 0.221
V.5 particulates (g/km or g/kWh) 0.003

5. Registered keeper
C.4.c – This document is not proof of ownership.
C.1.1 MERCEDES-BENZ FINANCIAL SERVICES UK LTD 022135
C.1.3 TRANSPORT DEPT TONGWELL MILTON KEYNES MK15 8BA

ACQUIRED VEHICLE ON 31 03 2014

Please write in black ink and CAPITAL LETTERS.

6. New keeper or new name/new address details
Please see section 12
Mr 1 Mrs 2 Miss 3 Please tick ☑ the appropriate box W 4
Title (for example, Ms, Rev and so on) or business name: 5
First names: 6
Surname:
For company use only DVLA/DVA Fleet number 7
Date of birth (not required by law) 8 Postcode 9
House No: 10
Address: 11
Post town:
New keeper? If so tick this box: K 12 Date of sale or transfer: 13
Driving licence number of the new keeper (not required by law) 14
Present mileage (not required by law) 15
R 16 S 17

7. Changes to current vehicle or altered details H 19
Wheelplan / Body Type 20
VIN / Chassis / Frame Number 21
New revenue weight 22 Date of change 23 Cylinder capacity (cc) 24
No. of seats inc. driver 25 No. of standing places 26 Type of fuel 27
Engine number 28
New colour 29 Date of change CLR 30
Tax class* Y 31 32
*The tax class shown in section 4 can only be changed when taxing. Please apply at your nearest Post Office®.

8 ⚠ Declaration – You MUST sign, date and return this page to DVLA, Swansea, SA99 1BA when you notify any changes.

Registered keeper: I declare that the new details I have given are correct to the best of my knowledge.
Signature: Date:

New keeper: I declare that this vehicle was sold or transferred to me on the date shown in section 6 and my name and address are correctly shown.
Signature: Date:

Law: If the vehicle is sold or transferred, both the registered keeper and the new keeper must sign this Certificate.

Official use only – Please do not write below this line.
V5C-1013
Doc. Ref. N° 4167 618 4331 30 06 14
Des. Codes 1390475120 / 00536 FN
J33 LSE /
ISC 34

Your End of Agreement Journey

How it works

1. **Inspection**
   Your vehicle is inspected and then collected by our collection partner.

2. **De-Fleet Centre**
   Your vehicle is refurbished to the required standard.

3. **Dealer Network**
   The vehicle is then ready to enter the Dealer Network.

4. **New customer**
   The vehicle is financed to a new customer.

What Happens Next

Assessment of any potential charges

Our collection partner will send us their inspection report which we will then review to determine whether any charges will be applicable. In the event we have determined that your vehicle's condition is outside of our return standard and/or there is an excess mileage or late return charge we will send you an invoice with an explanation of the charges together with relevant contact details.

Contacting Us

To rearrange or cancel your inspection and/or collection date please call **0370 121 0535**†.

To discuss the results of a Pre-Maturity Inspection prior to your final collection date please call **0370 121 0535**†.

To discuss the notification of any charges or any other part of this process please call **0370 240 1110**†.

† Lines open Monday to Friday 8.30am – 5.00pm (calls may be recorded).

Mercedes-Benz Finance
mercedes-benzfinance.co.uk
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MBBCAVIP/08/14